

SOUTHEAST SCOOP

September 2002



A Message from Pat Brown, Director, HRSC-SE

Recently we added a feature to our HRSC SE All-Hands meeting: we invited our 200+ employees to submit questions in advance that they would like the Director, Deputy and Department Heads to answer. The response was overwhelming.

We've now had two two-hour sessions devoted to answering those questions, and we're still not caught up. More questions are still coming in, almost all of them important and relevant to our organization. In response we've had to schedule additional sessions.

As I see it, we opened an additional communication link to our employees, and they grabbed it. That response is a measure of how much communicating we haven't been doing. Why are there so many important internal matters that our employees feel they don't have enough information about?

And if the people inside our own organization feel so under-informed about what goes on here, how must our 30,000 civilian customers and their military managers and co-workers feel?

We do have customer service numbers (877-854-3461/3462) that many people call with questions that are specific to their job applications or benefits. And many of our customers call me or my Deputy, Tim Berryhill, and the department heads, usually when something isn't going well.

I'm curious to know whether there are Navy people in our region who have questions or issues they would like to bring to my attention. Since it usually works best if I have time to gather information before responding, I'd like to open an email link for that purpose. I've asked Rich Hooks, who has taken a break from his duties as head of our Training Department to work on some special assignments for Tim and me, to serve as the conduit to test this out. If you have questions or issues you would like to pose, send them to Rich.Hooks@se.hroc.navy.mil. Rich will work with me to see that you get an answer.

FEATURED ARTICLE:

THE NEW NAVY INTEGRATED RECRUITMENT SUITE

The Department of the Navy (DON) continues to develop and implement improved and more efficient recruitment methods and tools. By fall 2002, an integrated recruitment suite, containing a number of enhancements to the recruitment program, will begin phase-in throughout the DON. The suite is designed to improve and compliment the Department's current recruitment process for applicants, managers, and HR staffs. The current process, known as the Standard Automated Inventory and Referral System (STAIRS), combines an automated candidate evaluation tool (Resumix) with streamlined business processes. The new suite will further automate STAIRS and its related business process.

The first segment of the suite to be phased in will include enhancements to the applicant process. (*con't on page 2*)

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Featured Article: DON Integrated Recruitment Suite (con't from pg 1)

Suggestions and comments from employees, unions, managers, and others are reflected as improvements in the application process. These improvements include better job search capability, enhanced application process, applicant e-mail notification, and application status tracker.

Enhanced Job Search. The enhanced job search will include several new search options, giving applicants more selectivity in searching for jobs. Applicants will no longer need to search by HRSC, but can use geographic location. Applicants can also register to be notified whenever a DON Hot Job or stand alone job announcement that meets their interest is posted on the DONHR web site. Once registered, applicants will receive e-mail job search registration confirmation and e-mail job notification.

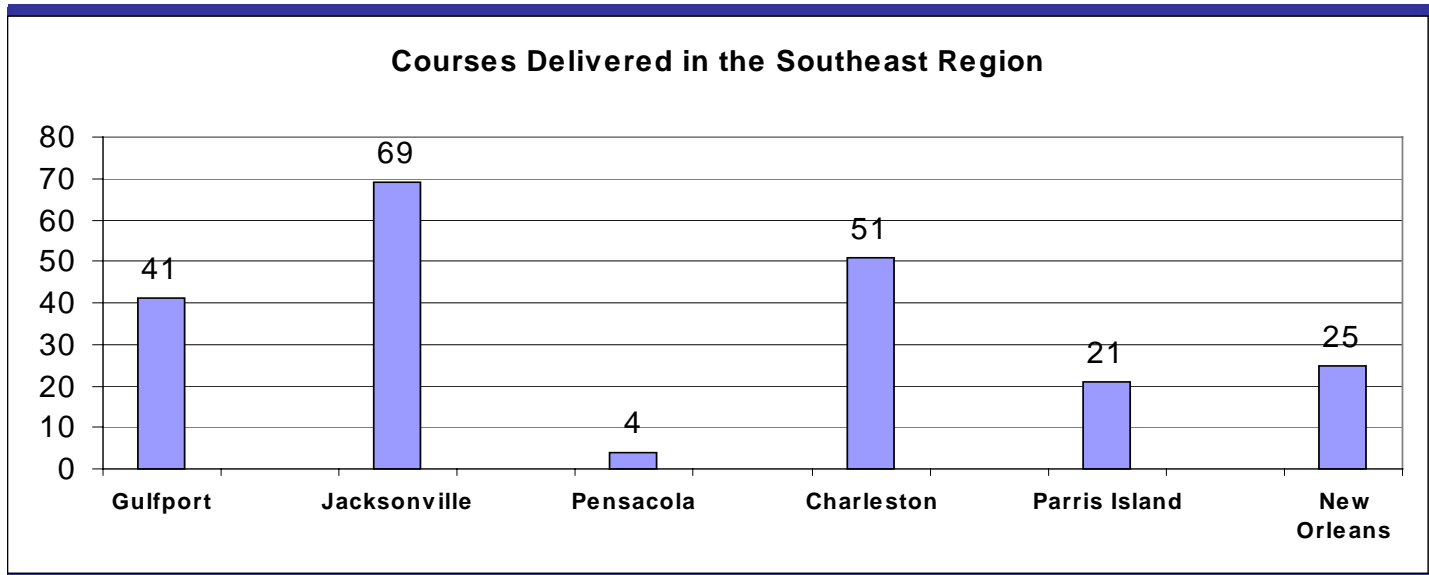
Enhanced Application Process. Job announcements will have a new look. The same information will be provided but it will be easier to read and to locate important information. Also, the announcement format will be standardized across HRSCs. The Resume Builder and Application Express buttons on the announcements will be combined, making the application process simpler. If the applicant has a current resume on file, the system will prompt the applicant to use that resume to apply for a new job. The step-by-step instructions will eliminate confusion as to which process to use and will reduce the number of duplicate resumes from the same applicant, allowing the system to operate faster. Applicants will still use the Resume builder. In the new suite, however, the Resume Builder has been set up in sections so it will be easier to update information in just one section. New questions on the Additional Data Sheet (ADS), such as a military information block for compensible vets and specific types of positions you are interested in, will reduce paperwork applicants have to submit and will allow them to further refine their job interests. The work experience section has also been upgraded so that applicants will be able to more easily add their most recent work experience.

Applicant E-Mail Notification. The method for applying for a DON position will continue to be through the DON Resume Builder. Resume builder applicants will continue get an instant on-line submission notice. Within minutes after receiving the submission notice, resume builder applicants will receive an e-mail notice that the resume has been received by the HRSC and that no other action is required unless the applicant is notified by the HRSC. It will also contain a copy of the resume received. This e-mail notification will eliminate the need for a hardcopy notice that the resume was received by the HRSC. In later segments of the suite, applicants will have the ability to express 'no interest' in a particular vacancy for which they have been referred. In addition to the notice by e-mail, the notices will also be available electronically for view through the applicant's "My Resume" account, discussed in the following paragraphs. (con't on page 3)

Need Supervisory or Leadership training?? To schedule this or other types of training at your activity, contact the Code 30 Training Staff at 228-871-2935, DSN 868-2935 or email Carol Matteo at Carol_Matteo@se.hroc.navy.mil.

FY 03 TRAINING INITIATIVES:

The HRSC SE Training Department, Code 30, has received your training needs assessments and is now in the process of selecting vendors for the requested courses. Once vendors are selected, the Training staff will begin the process of scheduling the classes for the new FY. Keep in mind that the annual needs survey is not your only opportunity to request training. The Training staff will continue to meet your emerging



training needs throughout the year. The graph above illustrates the number of training classes held so far this FY throughout the Southeast.

Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) is a means of resolving disputes through an emphasis on creativity and cooperation in lieu of an adjudicative or adversarial problem-solving process. ADR uses the concept of a win-win outcome as opposed to the traditional win-lose process.

The Department of Navy's goal is to resolve disputes and conflicts at the earliest stage feasible, by the fastest method possible, and at the lowest possible organizational level. Every conflict and issue in controversy, regardless of the subject matter, is a potential candidate for ADR. All personnel are directed to consider and encourage the use of ADR to resolve conflicts and issues in controversy.

For more information, log on to www.adr.navy.mil.

DoN IRS(*con't from pg 2*):

Don't have e-mail? No problem!

The new suite will provide you 24/7 on-line access to your information through the application status tracker called "My Resume." Applicants will be able to access My Resume on the worldwide web from any PC with internet access. A personal, password-protected account will provide applicants information on the status of their resume. A separate section of My Resume will show your notices and e-mail messages. Through My Resume, applicants will be able to update certain personal information such as contact and geographic preferences, extend their current resume and see the status of referrals, non-referrals, and selection decisions. Subsequent segments of the suite will be highlighted as they are phased in.

BENEFITS INFORMATION

24 HOURS A DAY

Department of the Navy (DON) civilian employees now have access to personal benefits information at their fingertips. Using either your telephone or computer, you can access your benefits information and make electronic transactions at your convenience – night or day.

Need Help?

Using your phone or your computer lets you get general benefits information or access your personal data and make benefits transactions. There may be times, however, when nothing but speaking to a person will do. Call 1-888-320-2917, Monday through Friday, 7:30 a.m. – 4:30 p.m. A Benefits Customer Service Representative (CSR) will answer your questions and help you solve any benefits related issues.

**Use Your Phone -- The Benefits Line*

- Dial 1-888-320-2917
- Enter your social Security Number (SSN)
- Enter your Personal Identification Number (PIN). Your PIN will be 4-digits equal to your month and year of birth (MMYY) for first-time callers. For security purposes the system will prompt you to change your PIN to a 6-digit number of your choice. Note: Your benefits line PIN will also be used as your **EBIS** PIN.
- Enter your daytime telephone number.
- Press the menu option for the benefit information or transaction you want.

**Use Your Computer -- Employee Benefits Information System (EBIS)*

- Go to www.donhr.navy.mil
- Click on the **EBIS** icon
- Establish a password. The system will require you to enter data that is specific to your personnel record. You can get this information from your Leave & Earnings Statement (LES). For security purposes you will not be allowed to establish a password until the system recognizes you as an employee of the Navy. Once you establish your password you will be allowed to enter the **EBIS** application. You can log into **EBIS** using your SSN and password.
- To make a benefits transaction or access personal information you will need to enter your SSN and PIN. If you are a first-time user and have not used **The Benefits Line** you will need to create a PIN. If you have already used **The Benefits Line** then your benefits line Pin will be your **EBIS** Pin. Note: If you create an **EBIS** PIN it will be used to access **The Benefits Line**.
- Follow the menu options to select General Information or Personal Information.

RECRUITMENT MYTH #1 : STAIRS AND RESUMIX ARE THE SAME

ANSWER: False. They are two distinct parts of the recruitment process. STAIRS is an acronym for Standard Automated Inventory and Referral System which DOD uses to describe the recruitment process. The recruitment process is supported by streamlined business practices and processes. RESUMIX is a private industry software product with the capability to store and search for resumes quickly using artificial intelligence and parameters.

NOTE: THERE WILL BE ADDITIONAL MYTHS IN FUTURE EDITIONS OF THE SE SCOOP.

Benefits information continued:

Make Benefits Transactions

Complete your Health and Life Insurance, and Thrift Savings Plan transactions using a telephone or computer. For most benefits transactions, the assistance of a counselor is not needed. However, if you are using **The Benefits Line** to make a health insurance transaction for family coverage you will be transferred to a Benefits CSR to have the names of your dependents added to your enrollment. The system will also prompt you to a CSR if you or your spouse have health insurance other than federal group health coverage.

Confirmation of your transaction is immediate. Confirm by listening over the phone or view the transaction on the web. After the effective date of the transaction, ensure proper deductions are withheld by reviewing your LES. This will be your confirmation that your transaction has been completed.

You can also obtain instant retirement estimates and Personal Benefits Statements.

In **EBIS** go to Retirement, Personal Retirement Information, select estimates or Personal Benefits Statements. Estimates or benefits statements can be viewed and/or printed.

On **The Benefits Line**, go to the Retirement menu, and select estimates. Estimates can be faxed to the number you provide after entering answers to specific retirement questions.

UPCOMING EVENTS

- EEO Conference, HRSC East, Portsmouth, VA –Sept 17th, 18th , 19th
- Joint HR CAB/Council, New Orleans Oct 30th & 31st

HRSC SE Email Inquiries

- ◆ Code 20- IT inquires relative to Modern connectivity, creating user accounts, etc.
Email: sehelpdesk.hroc.navy.mil
- ◆ Code 43- Benefits, Retirement inquiries
Email: Benefits@se.hroc.navy.mil
or log on to www.donhr.navy.mil (EBIS)
- ◆ Code 51 – Pay problem inquiries
Email: sepayhotline@se.hroc.navy.mil
To request an OPF's, SF-75 information, copies of documents from OPF etc.
Email: Records_Branch@se.hroc.navy.mil
Mass Appraisals, Awards, or Realignments
Email: Massactions@se.hroc.navy.mil
- ◆ Code 53 – Resumix related inquires
Email: ResumixQuestions@se.hroc.navy.mil

FILING EEO COMPLAINTS

Employees, former employees, or applicants for employment who feel they have been discriminated against because of race, color, religion, sex, national origin, age, physical or mental disability, or reprisal for prior EEO involvement may file a complaint by contacting an EEO counselor within 45 days following the alleged discriminatory act. EEO Counselors are available through servicing Human Resources Offices (HROs). During the information process, individuals have a right to remain anonymous, if they prefer. The Human Resources Office, New Orleans is the servicing HRO for processing complaints against the Human Resources Service Center SE.

For questions regarding this edition, contact Tony Stennis, editor @ 228-813-1057 or DSN 446-1057.